

What does it mean when your terminal display reads “call for authorization”?

Credit Card Center Bulletin No. 30

Call for authorization means your POS terminal is not communicating with the network. To process credit cards you will need to get voice authorization. All credit card transactions will require you to call the 800# displayed on the terminal screen. The 800#'s are also available on the front cover of your credit card handbook. **A manual imprint is required to receive payment for transactions that require voice authorization.**

(Why? Due to current requirements to mask all credit card account numbers the manual imprint may be the only record of the full account number. It is the responsibility of the dealer to maintain a record of the full account number to ensure payment.)

- Customers should sign the electronic receipt only
- Staple manual imprint of card to electronic receipt and store accordingly to the credit card handbook section E-4

*How to correct communication problems to the network

- Call 1-800-378-1204 (Network helpdesk-Heartland Payment Systems)